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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

My decision to give my business to LMI, a local internet provider, was and remains because a small local business provides ALL the advantages a huge, self-serving corporation like AT&T does not: excellent and responsive customer service, quality of service and personable, INFORMATIVE interactions and most of all CHOICE.

When I left as a customer of AT&T, I did so out of dissatisfaction with whatever that mega-company provided or didn't provide and I had a CHOICE, which was LMI, and I never regretted it. Since AT&T took over DirecTV (which I am a customer of), the quality of DirecTV deteriorated significantly and part of the reason was, because there are less choices!

In a day and age when mega-corporations rule the market and overpower any customer concerns simply because they CAN and the consumer has no choice to take their business elsewhere, it is especially important to stop this trend.

Even when AT&T makes constant offers for bundled services, I - and many other consumers - understand that customer service and to have choices in a market that can only be competitive WITH the factor of choice, are more important than short-lived offers from a mega-company that already has more than it deserves of its share of the market. Quality of service ONLY comes with such competitiveness and the role of small, local businesses cannot be overstated.

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